**FACILITY NAME AND PERMIT NUMBER:** 

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Form Approved 1/14/99 OMB Number 2040-0086

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FORM 2A

**NPDES** 

NPDES FORM 2A APPLICATION QV

#### **APPLICATION OVERVIEW**

Form 2A has been developed in a modular format and consists of a "Basic Application Information" packet and a "Supplemental Application Information" packet. The Basic Application Information packet is divided into two parts. All applicants must complete Parts A and C. Applicants with a design flow greater than or equal to 0.1 mgd must also complete Part B. Some applicants must also complete the Supplemental Application Information packet. The following items explain which parts of Form 2A you must complete.

#### **BASIC APPLICATION INFORMATION:**

- A. Basic Application Information for all Applicants. All applicants must complete questions A.1 through A.8. A treatment works that discharges effluent to surface waters of the United States must also answer questions A.9 through A.12.
- B. Additional Application Information for Applicants with a Design Flow ≥ 0.1 mgd. All treatment works that have design flows greater than or equal to 0.1 million gallons per day must complete questions B.1 through B.6.
- C. Certification. All applicants must complete Part C (Certification).

#### SUPPLEMENTAL APPLICATION INFORMATION:

- D. Expanded Effluent Testing Data. A treatment works that discharges effluent to surface waters of the United States and meets one or more of the following criteria must complete Part D (Expanded Effluent Testing Data):
  - 1. Has a design flow rate greater than or equal to 1 mgd,
  - 2. Is required to have a pretreatment program (or has one in place), or
  - 3. Is otherwise required by the permitting authority to provide the information.
- E. Toxicity Testing Data. A treatment works that meets one or more of the following criteria must complete Part E (Toxicity Testing Data):
  - 1. Has a design flow rate greater than or equal to 1 mgd,
  - 2. Is required to have a pretreatment program (or has one in place), or
  - 3. Is otherwise required by the permitting authority to submit results of toxicity testing.
- F. Industrial User Discharges and RCRA/CERCLA Wastes. A treatment works that accepts process wastewater from any significant industrial users (SIUs) or receives RCRA or CERCLA wastes must complete Part F (Industrial User Discharges and RCRA/CERCLA Wastes). SIUs are defined as:
  - 1. All industrial users subject to Categorical Pretreatment Standards under 40 Code of Federal Regulations (CFR) 403.6 and 40 CFR Chapter I, Subchapter N (see instructions); and
  - 2. Any other industrial user that:
    - a. Discharges an average of 25,000 gallons per day or more of process wastewater to the treatment works (with certain exclusions); or
    - b. Contributes a process wastestream that makes up 5 percent or more of the average dry weather hydraulic or organic capacity of the treatment plant; or
    - c. Is designated as an SIU by the control authority.
- G. Combined Sewer Systems. A treatment works that has a combined sewer system must complete Part G (Combined Sewer Systems).

# ALL APPLICANTS MUST COMPLETE PART C (CERTIFICATION)

FACILITY NAME AND PERMIT NUMBER:	
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ВА	SIC APPLICA	TION INFO	RMATION			
PAR	T A. BASIC APPL	ICATION INFO	ORMATION FOR ALL	APPLICAN'	rs:	
Ali tr	eatment works must	complete ques	tions A.1 through A.8 of	f this Basic A	pplication Information	packet.
A.1.	Facility Information	·				
	Facility name	Lake Land'Or	WWTP			
	Mailing Address	2414 Granite	Ridge Road Rockville,	VA 23146		
	Contact person	Luther Ghorle	<b>y</b>		-	
	Title	Area Manage	г			
	Telephone number	(804) 240-965	50	<u>-</u> -		
	Facility Address (not P.O. Box)	2414 Granite	Ridge Road Rockville	VA 23146		
A.2.	Applicant Informati	on. If the applica	ant is different from the ab	oove, provide t	he following:	
	Applicant name	Aqua Virginia	Inc.		·	
	Mailing Address	2414 Granite	Ridge Road Rockville	VA 23146		
	Contact person	Brad Campbe	Ш			
	Title	Compliance C	coordinator			
	Telephone number	(804) 971-250	)2			
	Is the applicant the	owner or opera	tor (or both) of the treat	ment works?		
			arding this permit should	be directed to	the facility or the applic	ant.
	facility		applicant			
A.3.	Existing Environme works (include state-	ental Permits. Pissued permits).	rovide the permit number	of any existing	g environmental permits	s that have been issued to the treatment
	NPDES VA00608	87		_	PSD	
				_		
<b>A.4</b> .	Collection System I each entity and, if kn etc.).	nformation. Pro	ovide information on muni ormation on the type of co	– cipalities and a llection systen	Other areas served by the factor (combined vs. separate	ility. Provide the name and population of te) and its ownership (municipal, private,
	Name		Population Served	Туре	of Collection System	Ownership
	Lake Land'Or		2030	Seper	·	Agua Virginia, Inc.
		<del></del>			***	
	Total pop	oulation served	2030		<del></del>	

FAC	CILITY NAME AND PERMIT NUMBER:				rm Approved 1714/99 IB Number 2040-0086
A.5.	. Indian Country.				
	a. Is the treatment works located in Indian	Country?			
	Yes	No			
	b. Does the treatment works discharge to through) Indian Country?	a receiving water that is either in	n Indian Country or that is up	ostream from (a	nd eventually flows
	Yes	No			
A.6.	Flow. Indicate the design flow rate of the tr average daily flow rate and maximum daily period with the 12th month of "this year" occ	flow rate for each of the last thre	ee years. Each year's data r	must be based o	
	a. Design flow rate	gd			
		Two Years Ago	<u>Last Year</u>	This Year	
	b. Annual average daily flow rate	0.14	0.15		0.19 mgd
	c. Maximum daily flow rate	0.47	0.57		0.78 mgd
A.7.	. Collection System. Indicate the type(s) of contribution (by miles) of each.	collection system(s) used by the	e treatment plant. Check all	that apply. Als	o estimate the percent
	Separate sanitary sewer				100_ %
	Combined storm and sanitary sew	ver			%
A.8.	. Discharges and Other Disposal Methods				
	a. Does the treatment works discharge eff	luent to waters of the U.S.?		Yes	No
	If yes, list how many of each of the follo	wing types of discharge points t	he treatment works uses:		
	i. Discharges of treated effluent			<u>1</u>	
	ii. Discharges of untreated or partially	treated effluent		0	
	iii. Combined sewer overflow points			0	
	iv. Constructed emergency overflows (	prior to the headworks)		<u>0</u>	
	v. Other			0	
	Does the treatment works discharge eff impoundments that do not have outlets	for discharge to waters of the U		Yes	_ <b>√</b> No
	If yes, provide the following <u>for each sur</u> Location:	face impoundment:			
	Annual average daily volume discharge	d to surface impoundment(s)			mgd
	Is discharge continuous	or intermittent?			
	c. Does the treatment works land-apply tre	eated wastewater?		Yes	No
	If yes, provide the following for each lan Location:	d application site:			
	Number of acres:				
	Annual average daily volume applied to	site:	Mgd		
	Is land application conti	nuous or intermit	tent?		
	d. Does the treatment works discharge or treatment works?	transport treated or untreated w	rastewater to another ——	Yes	_ <b>√</b> _ No

	Y NAME AND PERMIT NUMBER:		Form Approved 1/14/99 OMB Number 2040-0086								
	If yes, describe the mean(s) by which the wastewater from the treatment works is discharged or transported to the other treatment works (e.g., tank truck, pipe).										
	If transport is by a party other than the applicant, provide:										
	Transporter name:										
	Mailing Address:										
	Contact person:										
	Title:										
	Telephone number:										
	For each treatment works that receives this discharge, provide the follow Name:	·									
	Name	mig.									
	Name:	·									
	Name:										
	Name:  Mailing Address:  Contact person:  Title:										
	Name:  Mailing Address:  Contact person:  Title:  Telephone number:										
	Name:  Mailing Address:  Contact person:  Title:  Telephone number:  If known, provide the NPDES permit number of the treatment works that	t receives this discharge.									
	Name:  Mailing Address:  Contact person:  Title:  Telephone number:	t receives this discharge.									
e.	Name:  Mailing Address:  Contact person:  Title:  Telephone number:  If known, provide the NPDES permit number of the treatment works that Provide the average daily flow rate from the treatment works into the recommendation.	t receives this discharge. ceiving facility.									
e.	Name:  Mailing Address:  Contact person:  Title:  Telephone number:  If known, provide the NPDES permit number of the treatment works that  Provide the average daily flow rate from the treatment works into the reconstruction.	t receives this discharge. ceiving facility.	mgd								
e.	Name:  Mailing Address:  Contact person:  Title:  Telephone number:  If known, provide the NPDES permit number of the treatment works that Provide the average daily flow rate from the treatment works into the reconstruction of the treatment works and the reconstruction of the treatment works are provided the average daily flow rate from the treatment works into the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the treatment works are provided to the reconstruction of the re	t receives this discharge. ceiving facility. anner not included in	mgd								
e.	Name:  Mailing Address:  Contact person:  Title:  Telephone number:  If known, provide the NPDES permit number of the treatment works that Provide the average daily flow rate from the treatment works into the red  Does the treatment works discharge or dispose of its wastewater in a m A.8.a through A.8.d above (e.g., underground percolation, well injection of the second of the s	t receives this discharge. ceiving facility. anner not included in	mgd								

FACILITY NAME AND PERM	IIT'NUMBER:	Form Approved 1/14/99 OMB Number 2040-0086
WASTEWATER DISCHA	RGES:	
which effluent is discharge	ed. Do not include information on	tions A.9 through A.12 once for each outfall (including bypass points) through a combined sewer overflows in this section. If you answered "no" to question Applicants with a Design Flow Greater than or Equal to 0.1 mgd."
A.9. Description of Outfall.		
a. Outfall number	001	
b. Location	Ruther Glen	 22546
b. Loodion	(City or town, if applicable) Caroline	(Zip Code) VA
	(County)	(State)
	38 01 50N (Latitude)	77 32 59W (Longitude)
c. Distance from shore	, ,	N/A ft.
d. Depth below surfac	e (if applicable)	N/A ft.
e. Average daily flow i	ate	0.15 mgd
f. Does this outfail ha periodic discharge?	ve either an intermittent or a	Yes ✔ No (go to A.9.g.)
If yes, provide the fo	ollowing information:	
Number of times pe	er year discharge occurs:	
Average duration of	f each discharge:	<del></del>
Average flow per di	scharge:	mgd
Months in which dis	charge occurs:	
g. Is outfall equipped v	with a diffuser?	Yes No
A.10. Description of Receiving	ing Waters.	
a Name of receiving v	water South River, UT	<u> </u>
b. Name of watershed	(if known)	York
United States Soil C	Conservation Service 14-digit water	rershed code (if known):
c. Name of State Man	agement/River Basin (if known):	York
United States Geold	ogical Survey 8-digit hydrologic ca	ataloging unit code (if known): 02080107
d. Critical low flow of r acute0.	eceiving stream (if applicable):	chronic cfs
e. Total hardness of re	eceiving stream at critical low flow	v (if applicable):N/A mg/l of CaCO <sub>3</sub>

FACILITY	NAME AND P	ERMIT NU	MBER:										Approved 1/14/99 Number 2040-0086
A.11. Desc	ription of Tre	eatment.											
a. \	What levels of	treatment a	are provi	ided? C	heck all tha	ıt apply	,						
<u>-</u>	✓ Pr	410 p. 0	<b>u</b> ou	/	condar								
•		lvanced			<del></del>		) Describe:						
b. I	ndicate the fo		oval rate	 es (as a									<del></del>
	Design BOD 1	Ū		`	., ,				c	96	%		
	J		Design	50005	TCITIO VAI			_	-	98	<sup>70</sup>		
	Design SS ren												
	Design P remo							<u> </u>		92	%		
[	Design N remo	oval							8	30	%		
(	Other			_							%		
c. \	What type of d	isinfection i	s used f	or the e	effluent from	this o	utfall? If disi	nfection varies	s by seas	on, p	lease describ	e.	
	Ultraviolet P	rimary Sys	stem (S	odium	Hypochlo	rite &	Sodium Me	etabisulfate a	as back	up s	ystem)		<del></del>
ı	f disinfection i	s by chlorin	ation, is	dechlo	rination use	d for th	nis outfall?			_ Ye	es _	✓	No
d. [	Does the treat	ment plant l	have po	st aerat	ion?			_	✓	_ Ye	es		No
													for the following
	all number:	001	ny uu					IIIIpies and					one-half years apart.
	PARAMET	ER			MAXIMUM E	DAILY				AVE	RAGE DAILY		
_				\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	/alue		Units	Valu	e		Units		Number of Samples
pH (Minim	ım)			6.78			s.u.			11			
pH (Maxim	um)	<del></del>		8			s.u.						
Flow Rate				NL 				0.15		mgd	1	$\vdash$	ntinuous
Temperatu	re (Winter)			NL	-			NA NA		NA		NA	-
	re (Summer) pH please re	port a minin	num and	NL a max	imum daily	value		NA		NA		NA	<u> </u>
			MAYIMI IM DAILY		AVERAG	E DAILY DISCHARGE			ANALYTIC		ML/MDL		
			Co	nc.	Units		Conc.	Units	Numbe Samp			i	
CONVENT	ONAL AND N	ONCONVE	NTION	AL CO	MPOUNDS.			T.			_		
ВІОСНЕМІС	AL OXYGEN	BOD-5	17		mg/L	1.4	49	mg/L	53		SM 5210B		15 mg/L
DEMAND (R	leport one)	CBOD-5	67		mg/L	1.0	06	mg/L	102		SM 5210B		15 mg/L
FECAL COL	IFORM		<2420	)	n/100mL	+	.72	n/100mL	664		Colilert MPI	N	126 MPN/100mL
TOTAL SUS	PENDED SOL	IDS (TSS)	126		mg/L	2.3	31	mg/L	650		SM 2540D		15 mg/L
REFER	R TO THE	APPLI	CATI	ON (	OVERVI	EW				CH (	OTHER F	PAF	RTS OF FORM

FAC	iLIT	Y NAME AND PERMIT NUMBER:	Form Approved 1/14/99 OMB Number 2040-0086
BA	SI	C APPLICATION INFORMATION	
PAF	RT B	B. ADDITIONAL APPLICATION INFORMATION FOR APPLI EQUAL TO 0.1 MGD (100,000 gallons per day).	CANTS WITH A DESIGN FLOW GREATER THAN OR
All a	pplic	cants with a design flow rate $\geq 0.1$ mgd must answer questions B.1 through	gh B.6. All others go to Part C (Certification).
В.1.	 Bri	flow and Infiltration. Estimate the average number of gallons per day t  ~7000 gpd  iefly explain any steps underway or planned to minimize inflow and infiltr  nnual reports are being submitted to DEQ every Feb. 14th detail	ation.
B.2.	Th	pographic Map. Attach to this application a topographic map of the are is map must show the outline of the facility and the following information e entire area.)	
	a.	The area surrounding the treatment plant, including all unit processes.	
	b.	The major pipes or other structures through which wastewater enters the treated wastewater is discharged from the treatment plant. Include out	
	C.	Each well where wastewater from the treatment plant is injected under	ground.
	d.	Wells, springs, other surface water bodies, and drinking water wells the works, and 2) listed in public record or otherwise known to the applicant	
	e.	Any areas where the sewage sludge produced by the treatment works	is stored, treated, or disposed.
	f.	If the treatment works receives waste that is classified as hazardous ut truck, rail, or special pipe, show on the map where that hazardous was disposed.	nder the Resource Conservation and Recovery Act (RCRA) by te enters the treatment works and where it is treated, stored, and/or
B.3.	bac chlo	cess Flow Diagram or Schematic. Provide a diagram showing the prokup power sources or redundancy in the system. Also provide a water bornation and dechlorination). The water balance must show daily average rates between treatment units. Include a brief narrative description of the	palance showing all treatment units, including disinfection (e.g., ge flow rates at influent and discharge points and approximate daily

B.4. Operation/Maintenance Performed by Contractor(s).

Are any operational or maintenance aspects (related to wastewater treatment and effluent quality) of the treatment works the responsibility of a contractor? YesYes
If yes, list the name, address, telephone number, and status of each contractor and describe the contractor's responsibilities (attach additional pages if necessary).
Name:
Mailing Address:
Telephone Number:
Responsibilities of Contractor:

**B.5. Scheduled Improvements and Schedules of Implementation.** Provide information on any uncompleted implementation schedule or uncompleted plans for improvements that will affect the wastewater treatment, effluent quality, or design capacity of the treatment works. If the treatment works has several different implementation schedules or is planning several improvements, submit separate responses to question B.5 for each. (If none, go to question B.6.)

Э.	List the outfall number (	assigned in q	uestion A.9)	) for each outfall that is	covered by	y this implementation schedule.
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Э.	Indicate whether the planned improvements or implementation schedule are required by local, State,	or Federal agencies.
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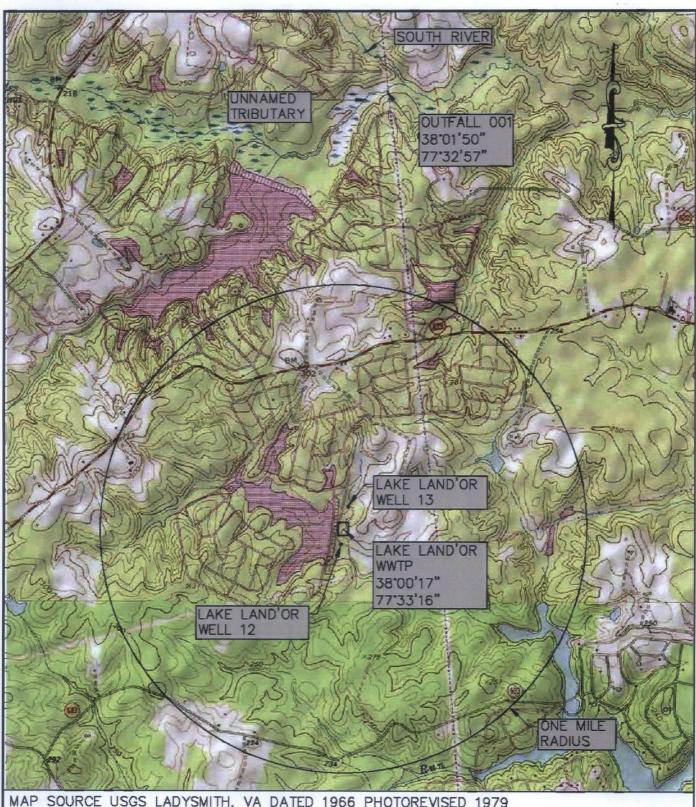
Yes	✓	No

of a

c. If the answer to B.5.b is "Yes," briefly describe, including new maximum daily inflow rate (if applicable).  d. Provide dates imposed by any compliance schedule or any actual dates of completion for the implementation steps listed below, as applicable. For improvements planned independently of local, State, or Federal agencies, indicate planned or actual completion data applicable. Indicate dates as accurately as possible.  Schedule Actual Completion    Schedule   Actual Completion	FACILITY NAME AND PERM	III NUWBER:						nber 2040-0086
applicable. For improvements planned independently of local. State, or Federal agencies, indicate planned or actual completion data applicable. Indicate dates as accurately as possible.    Schedule	c If the answer to B.5	.b is "Yes," briefl	ly describe, inclu	uding new maxim	um daily inflow	v rate (if applicab	e).	
Implementation Stage	applicable. For imp	rovements plani	ned independen	tly of local, State				
- Begin construction			Schedule	Ad	tual Completic	on		
- End construction	Implementation Sta	ge	MM / DD /	YYYY MI	M / DD / YYYY			
- Begin discharge//	<ul> <li>Begin construction</li> </ul>	n	//_					
e. Have appropriate permits/clearances concerning other Federal/State requirements been obtained?YesNo  Describe briefly:	<ul> <li>End construction</li> </ul>		//_					
e. Have appropriate permits/clearances concerning other Federal/State requirements been obtained?YesNo  Describe briefly:	<ul> <li>Begin discharge</li> </ul>		//_					
Describe briefly:	<ul> <li>Attain operational</li> </ul>	level	//		_//			
Applicants that discharge to waters of the US must provide effluent testing data for the following parameters. Provide the indicated effluent testing required by the permitting authority for each outfall through which effluent is discharged. Do not include information on combined overflows in this section. All information reported must be based on data collected through analysis conducted using 40 CFR Part 136 methods. In addition, this data must comply with QA/QC requirements of 40 CFR Part 136 and other appropriate QA/QC requirements f standard methods for analytes not addressed by 40 CFR Part 136. At a minimum, effluent testing data must be based on at least three pollutant scans and must be no more than four and one-half years old.  Outfall Number:  POLLUTANT  MAXIMUM DAILY  DISCHARGE  Conc.  Units  Conc.  Units  Number of Samples  ANALYTICAL  METHOD  METHOD  DIVENTIONAL AND NONCONVENTIONAL COMPOUNDS.  WMONIA (as N)  HLORINE (TOTAL ESIDUAL, TRC)  ISSOLVED OXYGEN  DTAL KJELDAHL  TROGEN (TKN)  TRATE PLUS NITRITE  TROGEN (TKN)  TRATE PLUS NITRITE  TROGEN (TKN)  TRATE PLUS NITRITE  TROGEN (TOTAL)  DTAL DISSOLVED  DLIDS (TDS)	e. Have appropriate p	ermits/clearance	s concerning ot	her Federal/State	requirements	been obtained?	Yes	_No
Applicants that discharge to waters of the US must provide effluent testing data for the following parameters. Provide the indicated effluent testing required by the permitting authority for each outfall through which effluent is discharged. Do not include information on combined overflows in this section. All information reported must be based on data collected through analysis conducted using 40 CFR Part 136 methods. In addition, this data must comply with DAVIC requirements of 40 CFR Part 136 and other appropriate DAVIC requirements for standard methods for analytes not addressed by 40 CFR Part 136. At a minimum, effluent testing data must be based on at least three pollutant scans and must be no more than four and one-half years old.  Outfall Number:  POLLUTANT  MAXIMUM DAILY DISCHARGE Conc. Units Number of Samples METHOD  ONVENTIONAL AND NONCONVENTIONAL COMPOUNDS.  MMONIA (as N)  HLORINE (TOTAL ESIDUAL, TRC)  ISSOLVED OXYGEN  DTAL KJELDAHL  ITROGEN (TKN)  ITRATE PLUS NITRITE  ITROGEN (TKN)  ITRATE PLUS NITRITE  ITROGEN (TKN)  DTAL DISSOLVED  DLIDS (TDS)	Describe briefly:		· ·		•			_
Applicants that discharge to waters of the US must provide effluent testing data for the following parameters. Provide the indicated effluence testing required by the permitting authority for each outfall through which effluent is discharged. Do not include information on combined overflows in this section. All information reported must be based on data collected through analysis conducted using 40 CFR art 136 methods. In addition, this data must comply with QA/QC requirements of 40 CFR Part 136 and other appropriate QA/QC requirements standard methods for analytes not addressed by 40 CFR Part 136. At a minimum, effluent testing data must be based on at least three pollutant scans and must be no more than four and one-half years old.  Outfall Number:  POLLUTANT  MAXIMUM DAILY DISCHARGE Conc. Units Conc. Units Number of Samples  ANALYTICAL METHOD  METHOD  MIL / N.  ONVENTIONAL AND NONCONVENTIONAL COMPOUNDS.  MMONIA (as N)  HLORINE (TOTAL ESIDUAL, TRC)  ISSOLVED OXYGEN  DTAL KJELDAHL ITROGEN (TKN) ITRATTE PLUS NITRITE ITRAGEN IIL and GREASE HOSPHORUS (Total)  DTAL DISSOLVED OLIDS (TDS)	-							
Applicants that discharge to waters of the US must provide effluent testing data for the following parameters. Provide the indicated effluence testing required by the permitting authority for each outfall through which effluent is discharged. Do not include information on combined overflows in this section. All information reported must be based on data collected through analysis conducted using 40 CFR art 136 methods. In addition, this data must comply with QA/QC requirements of 40 CFR Part 136 and other appropriate QA/QC requirements standard methods for analytes not addressed by 40 CFR Part 136. At a minimum, effluent testing data must be based on at least three pollutant scans and must be no more than four and one-half years old.  Outfall Number:  POLLUTANT  MAXIMUM DAILY DISCHARGE Conc. Units Conc. Units Number of Samples  ANALYTICAL METHOD  METHOD  MIL / N.  ONVENTIONAL AND NONCONVENTIONAL COMPOUNDS.  MMONIA (as N)  HLORINE (TOTAL ESIDUAL, TRC)  ISSOLVED OXYGEN  DTAL KJELDAHL ITROGEN (TKN) ITRATTE PLUS NITRITE ITRATE PLUS NITRITE ITRAGEN IIL and GREASE HOSPHORUS (Total)  DTAL DISSOLVED  DLIDS (TDS)								<del></del>
Conc. Units Conc. Units Number of Samples ANALYTICAL METHOD  ONVENTIONAL AND NONCONVENTIONAL COMPOUNDS.  WMONIA (as N)  HLORINE (TOTAL ESIDUAL, TRC)  SSOLVED OXYGEN  DTAL KJELDAHL  ITROGEN (TKN)  TRATE PLUS NITRITE  TROGEN IL and GREASE  HOSPHORUS (Total)  OTAL DISSOLVED  DUIDS (TDS)	methods. In addition, the standard methods for an pollutant scans and must outfall Number:	nis data must con nalytes not addrest st be no more th MAXIMU	mply with QA/Qeessed by 40 CF an four and one	C requirements o R Part 136. At a -half years old.	f 40 CFR Part minimum, efflu	136 and other ap uent testing data	propriate QA/QC req	uirements for
MMONIA (as N) HLORINE (TOTAL ESIDUAL, TRC)  SSOLVED OXYGEN  DTAL KJELDAHL TROGEN (TKN) TRATE PLUS NITRITE TROGEN L and GREASE HOSPHORUS (Total)  DTAL DISSOLVED DLIDS (TDS)				Conc.	Units			ML/MDL
HLORINE (TOTAL ESIDUAL, TRC)  SSOLVED OXYGEN  DTAL KJELDAHL TROGEN (TKN) TRATE PLUS NITRITE TROGEN IL and GREASE HOSPHORUS (Total)  DTAL DISSOLVED DLIDS (TDS)	ONVENTIONAL AND NONC	ONVENTIONAL	COMPOUNDS	5.		<del>., ' , L</del>		
SSOLVED OXYGEN  DTAL KJELDAHL TROGEN (TKN) TRATE PLUS NITRITE TROGEN L and GREASE HOSPHORUS (Total)  DTAL DISSOLVED DUIDS (TDS)	MMONIA (as N)							
DTAL KJELDAHL ITROGEN (TKN) ITRATE PLUS NITRITE ITROGEN IL and GREASE HOSPHORUS (Total) DTAL DISSOLVED DLIDS (TDS)		_						
TROGEN (TKN) TRATE PLUS NITRITE TROGEN IL and GREASE HOSPHORUS (Total)  OTAL DISSOLVED DLIDS (TDS)	SSOLVED OXYGEN							
ITRATE PLUS NITRITE ITROGEN IL and GREASE HOSPHORUS (Total)  OTAL DISSOLVED OLIDS (TDS)								
ITROGEN  IL and GREASE  HOSPHORUS (Total)  DTAL DISSOLVED OLIDS (TDS)						+		
HOSPHORUS (Total)  DTAL DISSOLVED DLIDS (TDS)	TROGEN					-		
DIAL DISSOLVED DLIDS (TDS)								
DLIDS (TDS)	, , , ,							
THER								
	THER					+ +	<del></del> ·	
• • • • • • • • • • • • • • • • • • • •						1		

FACILITY NAME AND P	ERMIT NUMBER:		Form Approved 1/14/99 OMB Number 2040-0086	
BASIC APPLICA	ATION INFORMAT	ION		
BAGIG ALL EIG	THOR IN ORDINA	! <u> </u>		
PART C. CERTIFICAT	TION			
All applicants must complete the Certification Section. Refer to instructions to determine who is an officer for the purposes of this certification. All applicants must complete all applicable sections of Form 2A, as explained in the Application Overview. Indicate below which parts of Form 2A you have completed and are submitting. By signing this certification statement, applicants confirm that they have reviewed Form 2A and have completed all sections that apply to the facility for which this application is submitted.				
Indicate which parts of	Form 2A you have complete	ted and are submitting:		
Basic Applic	ation Information packet	Supplemental Application	Information packet:	
		Part D (Expanded	d Effluent Testing Data)	
		Part E (Toxicity Toxicity Toxicit	esting: Biomonitoring Data)	
Part F (Industrial User Discharges and RCRA/CERCLA Wastes)			User Discharges and RCRA/CERCLA Wastes)	
Part G (Combined Sewer Systems)				
ALL APPLICANTS MUS	T COMPLETE THE FOLLO	WING CERTIFICATION.		
I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system or those persons directly responsible for gathering the information, the information is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.				
Name and official title	Brad Campbell / Complia	ance Coordinator Aqua Vi	rginia	
Signature	3			
Telephone number	(804) 971-2502			
Date signed	03/13/2015			
Upon request of the permitting authority, you must submit any other information necessary to assess wastewater treatment practices at the treatment works or identify appropriate permitting requirements.				

#### SEND COMPLETED FORMS TO:



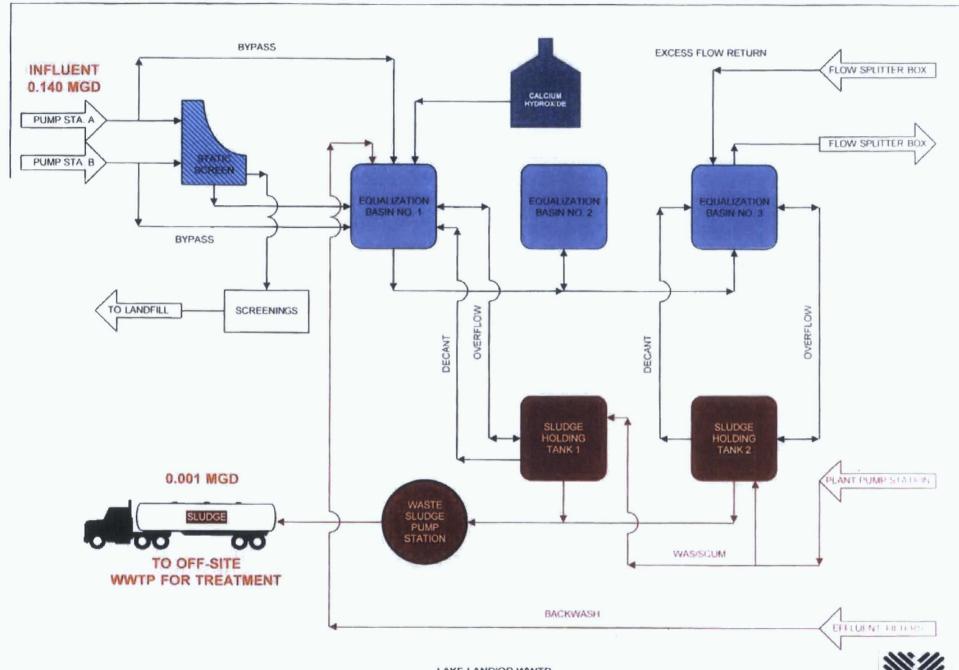
MAP SOURCE USGS LADYSMITH, VA DATED 1966 PHOTOREVISED 1979 MAP SOURCE USGS HEWLETT, VA DATED 1969 PHOTOREVISED 1985

# LAKE LAND'OR WASTEWATER TREATMENT PLANT SITE LOCATION MAP

SCALE: 1"=2000' JOB NO.:12373.09 FIGURE 1

JUNE 2009

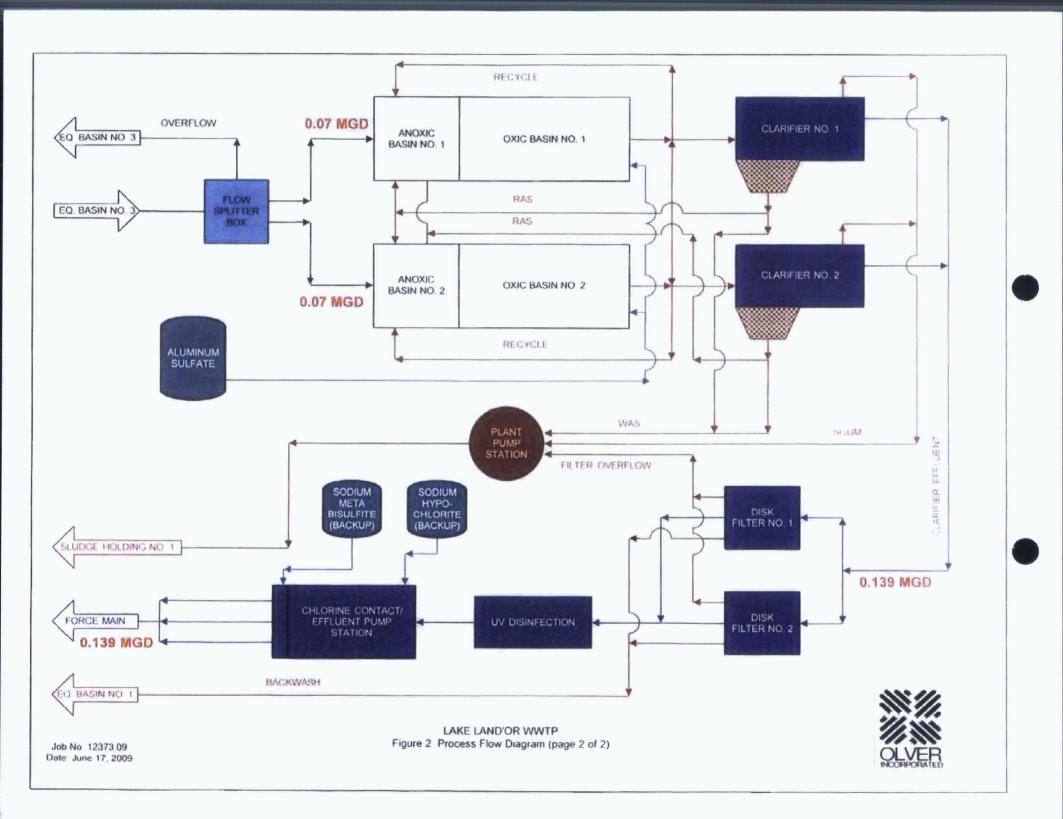




Job No 12373.09 Date June 17, 2009

LAKE LAND'OR WWTP
Figure 2 Process Flow Diagram (page 1of 2)





#### PUBLIC NOTICE BILLING INFORMATION

I hereby authorize the Virginia Department of Environmental Quality to have the cost of publishing a public notice billed to the Agent/Department shown below. The public notice will be published once a week for two consecutive weeks in accordance with 9VAC25-31-290.C.2.

Agent/Department to be billed:	Luther Ghorley, Area Manager
Owner:	Aqua Virginia, Inc.
Applicant's Address:	2414 Granite Ridge Road
	Rockville, VA 23146
Agent's Telephone Number:	804-749-8868 ext. 54415
Authorizing Agent:	Signature J

VPDES Permit No. VA0060887 Lake Land 'Or

Please return to:

Douglas Frasier VA-DEQ, NRO 13901 Crown Court Woodbridge, VA 22193-1453 Fax: 703-583-3821

# VPDES Sewag Sludge Permit Application for Permit Reissuance

#### Instructions

WHO MUST SUBMIT THE APPLICATION - All facilities with a current VPDES Permit that authorizes the discharge of treated sewage wastewater that are applying for reissuance must complete and submit this application.

Part 1 is general information to be provided by all facilities.

Part 2 must be completed by all facilities that generate Class A or Class B biosolids that are land applied.

Par	t 3 must be completed by all facilities that land apply Class B biosolids.		
Pai	rt 1 - Sludge Disposal Management (To be completed by all facilities)		
Fac	cility Name: Lake Land'Or WWTP VPDES Permit No: VA0060887		
1.	Shipment Off Site for Treatment or Blending		
	Is sewage sludge from your facility sent to another facility that provides treatment or blending?	Yes	No No
	If you send sewage sludge to more than one facility, attach additional sheets as necessary.		
	Shipment off site is: 🛮 The primary method of sludge disposal 🔲 A back up method of sludge disposal		
	a. Receiving Facility Name		
	b. Receiving Facility VPDES Permit No.		
	c. Include an acceptance letter from the Receiving Facility.		
	d. Receiving Facility's ultimate disposal method for sewage sludge		
2.	Disposal in a Municipal Solid Waste Landfill		
	Is sewage sludge from your facility placed in a municipal solid waste landfill?	X Yes	☐ No
	If sewage sludge is placed on more than one municipal solid waste landfill, attach additional pages as necessary.		
	Landfilling is:  The primary method of sludge disposal  A back up method of sludge disposal		
	a. Landfill Name King George Landfill		
	b. Landfill Permit No. 100937VA		
	c. Include an acceptance letter from the landfill.		
3.	Incineration		
	Is sewage sludge from your facility fired in a sewage sludge incinerator?	☐ Yes	⊠ No
	Incineration is:   The primary method of sludge disposal   A back up method of sludge disposal		
	a. Do you own or operate all sewage sludge incinerators in which sewage sludge from your facility is fired?	☐ Yes	☐ No
	If yes, provide the Air Registration No.		
	If no, complete items b - d for each incinerator that you do not own or operate.		
	b. Facility Name		
	c. Air Registration No.		
	d. Include an acceptance letter from the Incinerator.		
4.	Class A Biosolids		
	Do you produce Class A biosolids for land application or distribution and marketing? If yes, complete Part 2.	☐ Yes	⊠ No
	Are Class A biosolids from your facility land applied in bulk?	Yes	⊠ No
	Do you sell or give away Class A biosolids in a bag or other container for application to the land? If yes, provide the	☐ Yes	No No
	VDACS certification number?		
5.	Class B Biosolids	_	_
	Do you produce Class B biosolids? If yes, complete Part 2.	☐ Yes	$\boxtimes No$
	Are Class B biosolids from your facility land applied land applied under the authorization of this VPDES Permit? If yes, complete Part 3.	☐ Yes	⊠ No
6.	Land Application Under a Separate Permit		
	Are biosolids from your facility land applied under the authorization of a permit other than your VPDES Permit?	☐ Yes	No
	Biosolids are land applied under the authorization of a $\square$ VPA permit $\square$ Another VPDES Permit $\square$ Out of State		
	Complete items a - c for each VPA permit authorized to land apply biosolids from your facility.		
	a. Permittee Name b. Permit No.		
	c. Include copy of any information you provide to the Receiving VPDES or VPA Permittee to comply with the "notice a information" requirement of 9VAC25-31-530 F.	nd necessar	гу

	VPDES Sewage Sludge Permit Application for Permit Reissuance		
Pa	art 2 - Biosolids Characterization (To be completed by all facilities that generate biosolids that are land appli	ed.)	
1.	Have there been changes to sludge treatment processes or storage facilities since the previous permit issuance/reissuance?	☐ Yes	☐ No
2.	Do the biosolids generated under this permit that will be land applied meet one of the Class A pathogen requirements in 9VAC25-31-710 A 3 through A 8 or Class B pathogen requirements in 9VAC25-31-710 B 1 through B 4?	☐ Yes	□ No
	Identify the pathogen reduction option utilized to demonstrate compliance with the pathogen reductions requirements and provint demonstrate compliance with the applicable alternative.	ide the dat	a
3.	Do the biosolids generated under this permit that will be land applied meet one of the vector attraction reduction requirements in 9VAC25-31-720 B 1 through B 10?	Yes	□ No
	Identify the vector attraction reduction option utilized to demonstrate compliance with the vector attraction reductions requirem provide the data that demonstrate compliance with the applicable alternative.	ents and	
4.	Do the biosolids to be land applied meet the ceiling/pollutant concentrations in 9VAC25-31-540 B?	☐ Yes	☐ No
5.	Has data from the most recent 3 samples for pH (S.U.), Percent Solids (%), Ammonium Nitrogen (mg/kg), Nitrate Nitrogen (mg/kg), Total Kjeldahl Nitrogen (mg/kg), Total Phosphorus (mg/kg), Total Potassium (mg/kg), Alkalinity as CaCO <sub>3</sub> (mg/kg), Arsenic (mg/kg), Cadmium (mg/kg), Copper (mg/kg), Lead (mg/kg), Mercury (mg/kg), Nickel (mg/kg), Selenium (mg/kg), Zinc (mg/kg) been submitted to DEQ? The samples shall be no more than $4\frac{1}{2}$ years old and each sampling date shall be at least 1 month apart.	Yes	No
	If no, provide the data with this application.		
	art 3 - Land Application of Class B Biosolids (To be completed by all facilities that land apply Class B biosolid		
1.	Provide to DEQ and to each locality in which biosolids are to be land applied, written evidence of financial responsibility. Evid responsibility shall be provided in accordance with 9VAC25-31-100 P 9.	dence of fi	inancial
2.	For each site, provide a properly completed landowner agreement for each landowner, using the most current Land Application Biosolids Form (VPDES Sewage Sludge Permit Application Form – Attachment to Section C).	Agreeme	nt -
3.	Are any new land application fields proposed at this reissuance?	Yes	☐ No
	If yes, contact the DEQ Regional Office for additional submittal requirements.		
4.	For the currently permitted land application fields, are the previously submitted site booklets, maps and acreage accurate.	Yes	☐ No
	If no, contact the DEQ Regional Office for additional submittal requirements.		
5.	Does the facility's Biosolids Management Plan on file with DEQ include the following minimum information?	Yes	☐ No
	a. An odor control plan that addresses the abatement of odors resulting from the storage and/or land application of biosolid	ls.	
	b. A description of the transport vehicles to be used.		
	c. Procedures for biosolids offloading at the land application site including spill prevention, cleanup (including vehicle cleareclamation, and emergency notification and cleanup measures.	aning), fie	eld
	<ul> <li>d. A description of the land application equipment including procedures for calibrating equipment to ensure uniform distribution appropriate loading rates.</li> </ul>	bution and	1
	e. Procedures used to ensure that land application activities address notification requirements, signage requirements, slope operation limitations during periods of inclement weather, soil pH requirements, buffer zone requirements, and site restr		ns,
	f. Any other information necessary to ensure compliance with the requirements of the Biosolids Program of the VPDES Po (9VAC25-31-420 through 720).	ermit Reg	ulation
C	ertification		
de: wh	ertify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance signed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the per no manage the system or those persons directly responsible for gathering the information, the information is, to the best of my knowledge in the person of the perso	rson or per owledge a	rsons and
	Name and Official Title <u>Luther Ghorley</u>		
	Signature Little Thou		
	Telephone number / Email (804) 240-9650 / LSGhorley@aquaamerica.com		
	Date signed $3 \sim 13 - 15$		
(Ba	ased on a review of this information, it may be necessary to submit additional information to meet other legal or technical review requirements.)		

Rev 7/18/2012 Page 2 of 2

#### VPDES PERMIT APPLICATION ADDENDUM

1.	Entity to whom the permit is to be issued: Aqua Virg Who will be legally responsible for the wastewater treatment not be the facility or property owner.	ginia, Inc. Int facilities	and co	mpliance	with the p	permit?	This me	ay or may
2.	Is this facility located within city or town boundaries?	Yes	No					
3.	Please provide the tax map parcel number for the land v	vhere the	dischar	ge is loca	ted:			
	Caroline County Tax Map 51A7 Parcel A1.							
4.	For the facility to be covered by this permit, how many acres will be disturbed during the next five years due to neconstruction activities? <u>Zero acres</u>			due to new				
5.	What is the design average flow of this facility in million	gallons p	er day	(MGD)? _	0.22	MG	D	
	For industrial facilities, provide the maximum 30-day av	erage pro	oduction	ı level, in	clude un	its:		
6.	In addition to the design flow or production level, should the permit be written with limits for any other discharge flow tiers or production levels?  Yes No  If yes, please identify the other flow tiers in MGD:  Please consider the following as you answer the questions in #5 above for both the flow tiers and the production levels (if applicable): Do you plan to expand operations during the next five years? Is your facility's design flow considerably greater than your current flow?							
7.	Nature of operations generating wastewater:Gener	ral residen	tial dom	estic				_
8.	Number of private residences to be served by the treatm	s/sources Intermitte al discharg	nt	\$				
		· 1 ··	· -	Ŏm	tfall Nur	nhor		
	Stream Characteristic	001		<u> </u>		ii bei		
	Permanent stream, never dry	X						
	Intermittent stream, usually flowing, sometimes dry				-			
	Ephemeral stream, wet-weather flow, often dry				-			<del> </del>
	Effluent-dependent stream, usually or always dry							
	Lake or pond at or below discharge point				-			
	Other:				1			
10.	Approval date(s), if applicable:  O & M Manual 9/7/2010 Sludge/Solids	Managen	nent Pla	in <u>12</u>	2/21/2006	5		

	Have there been changes in your opera	tion or procedures since the above app	roval dates? Yes (No)
11.	Privately Owned Treatment Works: serve, 50 or more residences, you must that you are incorporated in the Comme regulations and relevant orders of the S Companies (LLCs), Limited Partnership	include with your application notificationwealth and verification from the SC state Corporation Commission. Incorp	
12.	Please provide a list of Materials stormore room is necessary.	red at the facility. Please complete t	he table below or attach another page if
		Material Storage	
	Materials Description	Volume Stored	Spill/Stormwater Prevention Measures
	Magnesium Hydroxide	19,309 lbs. (Max)	Grate with drain that leads back to head of plant
13.	Please provide the name and email a permit:	ddresses for personnel who will be i	nvolved with the reissuance of the VPDES
			- TAIL
	Name	Title	E-mail Address
	Brad Campbell	Compliance Coordinator	BACampbell@aquaamerica.com
	Luther Ghorley	Area Manager	LSGhorley@aquaamerica.com
14.	Consent to receive Electronic Mail		
	The Department of Environmental Quaissuances, reissuances, modifications, including applicants or permittees, by consent to receive mail electronically (receipt of electronic mail from DEQ as	revocation and reissuances, termina electronically certified mail where th § 10.1-1183). Check <i>only one</i> of the	tions and denials) to recipients, ne recipients notify DEQ of their
		eceive by electronic mail the permit th to certify receipt of such electronic ma	
	If yes, provide email: <u>BACampbell@</u>	aquaamerica.com	

Applicant or permittee declines to receive by electronic mail the permit that may be issued for the proposed pollutant management activity.

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Filed: August 1, 2014 Effective:

#### I. GENERAL NATURE OF SERVICE TO BE PROVIDED

The primary purpose of Aqua Virginia, Inc. ("Company") is to provide water and/or wastewater service to the areas in Virginia listed in Section IV (System Listing). These areas consist of year-round residences, vacation homes, community facilities and commercial areas.

1. The utility office is located at:

Aqua Virginia, Inc.

2414 Granite Ridge Road Rockville, Virginia 23146

- 2. The telephone number for billing and service questions is 877.WTR.AQUA (877.987.2782).
- 3. Utility emergencies after hours or on weekends and holidays should be reported to the same number (877.987.2782).

### II. SCHEDULES OF RATES & FEES

#### MISCELLANEOUS FEES & CHARGES APPLICABLE TO ALL GROUPS

#### **ACTIVATION SERVICE FEE**

When a customer applies to initiate service, a charge of thirty (\$30.00) dollars will be assessed to cover the cost of activating the service.

See also Rule No. 11 - Activation Service Fee.

#### **CONNECTION FEE**

Water Service Connection Fee:

Single family Dwelling

\$2,300.00

Water connection fees for larger meter settings will conform to Rule No.5

#### Wastewater Service Connection Fee:

Single family Dwelling

\$3,000.00

Wastewater connection fees for commercial customers will be a matter of contract and in no event less than \$3,000,00.

In the event such water or wastewater connection fees are, or have been, paid by a customer prior to actual connection to the water and/or wastewater system either pursuant to written contract or other proof provided, such contributions shall be in lieu of any connection charge.

Filed: August 1, 2014

#### DISCONNECT / RECONNECT FEE

Reconnection charges during normal scheduled working hours associated with customer requests for temporary or seasonal water service disconnection as well as non-payment and rules violation situations will be \$50.00.

Reconnections scheduled after 4:00 p.m. on weekdays or during nonscheduled working hours will be paid by the customer at a cost of \$100.00.

See also Rule No. 12 - Disconnect / Reconnect Fee.

#### NEW DEVELOPMENT CHARGES

Charges for new developments and expanded areas are subject to specific agreement.

#### RETURNED CHECK FEE

An additional charge of \$20.00 will be made for all returned checks tendered.

#### PRIVATE FIRE SERVICE FEE

The monthly fee charged for each private fire service connection and/or private fire hydrant shall be as follows:

Connection Size		Monthly M	Monthly Minimum Charge		
1	inch	\$	8.57		
11/2	inch	\$	17.14		
2	inch	\$	27.42		
3	inch	\$	54.85		
4	inch	\$	85.70		
6	inch	\$	171.39		

Connection fees for fire and sprinkler connections shall be the actual cost to Company, including overheads.

#### **AVAILABILTY FEES & OTHER SYSTEM SPECIFIC RULES**

See Appendix A for the detail of these fees by system.

Filed: August 1, 2014 Effective:

### WATER SERVICE RATE SCHEDULE: Groups W1 - W3

(See Section IV for water system list by Group)

METERED ACCOUNTS Metered connections shall be charged the monthly base facility charge plus the gallonage charge for all gallons used as set forth below:

Base Facilities Charge: (Residential and Non-residential) - No bill will be rendered for less than the minimum charge set forth below:

#### Meter Size Monthly Water Base Facility Charge:

	<u>W1 - W3</u>
Less than 1"	\$17.87
1"	\$38.95
11/2"	\$77.91
2"	\$124.65
3"	\$249.30
4"	\$389.53
6"	\$779.06

Gallonage Charge: (Residential and Non-residential)

Per 1,000 gallons used for all meter sizes by Group #:

$\underline{\mathbf{W1}}$	$\underline{\mathbf{W2}}$	<u>W3</u>
\$5.13	\$6.80	\$7.55

**UNMETERED ACCOUNTS** Unmetered connections shall be charged as set forth below:

Flat Rate (Unmetered) Water Service:

	<u>W1 - W3</u>
Residential	\$45.00
Non-residential	\$109.42

Effective:

The Virginia State Corporation Commission

## WASTEWATER SERVICE RATE SCHEDULE: Groups S1 - S2

(See Section IV for wastewater system list by Group)

METERED ACCOUNTS Metered connections shall be charged the monthly base facility charge plus the gallonage charge for all gallons used as set forth below:

Base Facility Charge: (Residential and Non-residential) - No bill will be rendered for less than the minimum charges set forth below:

Meter Size	Monthly Wastew	vater Base Facility Charge:
		$\underline{S1-S2}$
Residential		
	All Meter Sizes	\$31.41
Non-Residential		
	Less than 1"	\$31.41
	1"	\$68.47
	1½"	\$136.93
	2"	\$219.09
	3"	\$438.19
	4"	\$684.67
	6"	\$1,369.34

#### Gallonage Charge:

Per 1,000 gallons used by Group #:

	<u>S1</u>	<u>S2</u>
Residential*	\$12.63	\$15.40
Non-residential	\$15.16	\$18.48

<sup>\*</sup> Monthly residential usage charges are limited to 6000 gallons.

**UNMETERED ACCOUNTS** Unmetered connections shall be charged as set forth below:

#### Flat Rate (Unmetered) Service:

	<u>S1 – S2</u>
Residential	\$79.51
Non-residential	\$277.01

Filed: August 1, 2014

## **III. RULES AND REGULATIONS**

The Rules and Regulations as herein set forth, or as they may hereafter be revised with approval of the Virginia State Corporation Commission ("Commission"), shall govern the rendering of water and/or wastewater services, including the extension of mains and the making of connections thereto, and every customer upon making application for any service rendered by the Company, or upon the taking of water service and/or wastewater service, shall be bound thereby.

#### **RULE NO. 1 - DEFINITIONS**

- (a) "Clean Out" as used herein shall mean the access point to the customer's gravity wastewater line.
- (b) "Commercial Usage" as used herein shall mean all non-residential uses.
- (c) "Company" as used herein is Aqua Virginia, Inc.
- (d) "Customer" as used herein is any party contracting for and receiving water and/or wastewater service through a connection.
- (e) An "Equivalent Residential Connection" (ERC) is defined as 400 gallons per day of usage which may be served by a 5/8" x 3/4" meter with a nominal peak flow of 20 GPM. The number of equivalent units shall be determined as follows:

5/8 X 3/4"	Metered Service	=	1	ERC
3/4"	Metered Service	=	1.5	ERCs
1"	Metered Service	=	$2\frac{1}{2}$	ERCs
1½"	Metered Service	=	5	ERCs
2"	Metered Service	=	8	<b>ERCs</b>
3"	Metered Service	=	16	<b>ERCs</b>
4"	Metered Service	=	25	<b>ERCs</b>
6"	Metered Service	=	50	ERCs

- (f) "Inactive Connection" as used herein is any service connection which is not being used by the customer to provide service regardless of the reason.
- (g) "Normal Household Requirements" as used herein shall mean indoor water usage for normal cooking and sanitary purposes only.
- (h) "Owner" as used herein is any party who is the legal owner of the premises for which the Company is providing water or wastewater service.
- (i) "Premises" as used herein shall mean:
  - 1. a single lot; and/or
  - 2. a building under one roof, owned or leased by one party and occupied as one residence or business; or

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- 3. a combination of buildings, owned or leased by one party in one common enclosure, occupied by one family or business, exclusive of apartment houses; or
- 4. the one side of a double house, having a solid vertical partition wall; or
- 5. a building owned or leased by one party, of more than one apartment, and using in common one hall and one entrance; or
- 6. a building owned or leased by one party, having a number of apartments or offices and using in common one hall and one or more means of entrance; or
- 7. a building owned or leased by one party, having a number of apartments, offices or lofts which are rented to tenants; or
- 8. a combination of contiguous apartment buildings owned or leased by one party having a number of apartments which are rented to tenants; or
- 9. a public building such as a town hall, school house, fire engine house, etc.; or
- 10. a single lot or park or playground; or
- 11. each building in a row having common walls.
- (j) A "Service Connection" is a pipe used to supply single premises only and no premises shall be supplied by more than one service connection unless agreed upon between the owners and the Company.
  - 1. A water service connection is the water service line and the service outlet connecting the Company's water main or lateral to an owner's service line to their premises.
  - 2. A wastewater service connection is the wastewater lateral connecting the Company wastewater lateral to an owner's wastewater service; the Company's wastewater lateral shall end at the property line.
- (k) "Service Outlet" as used herein shall mean the yoke, yoke valve (including the meter) or curb stop as provided by the Company. Where a yoke, yoke valve or curb stop is not provided, then it shall mean the corporation stop at the main.
- (l) "Termination of Service" as used herein shall mean the disconnection and permanent loss of service to a premises.
- (m) "Unapproved Source" shall mean any water source or storage facility which is not approved by the Virginia Department of Health.

Filed: August 1, 2014

#### **RULE NO. 2 – SERVICE CONNECTIONS**

- (a) Before a water or wastewater service connection is provided, the owner of the premises to be supplied, or his duly authorized representative, shall make application for water and/or wastewater service upon forms prescribed by the Company. Upon approval of the application, payment of the connection charges and the providing of any necessary easements or right-of-ways, the Company will install the appropriate residential size ½ x ½ service connection from the main to the service outlet and/or wastewater tap from the main to the customer's property line provided additional water connections are allowed on the system by the Virginia Department of Health and wastewater connections are allowed by the Virginia Department of Environmental Quality. All other connections larger than ½ x ¾ may be constructed by the Company or the customer as a matter of agreement in accordance with the terms of the Connection Fee Schedule.
- (b) The corporation cock, yoke valve, yoke, meter, meter box and service pipe from the water main to the service outlet shall remain the property of the Company and under its sole jurisdiction. Meters will be installed in a utility easement, provided by the customer, which is adjacent to and parallel to the water main or highway right-of-way; or in a public right-of-way. The Company reserves the right to determine the location of the meter and service connection and characteristics of any easements if required.
- (c) The service connection from the main, to and including the service outlet, will be maintained by the Company at its expense.
- (d) Any damage done to the service connection by the customer or his agents will be repaired by the Company at the expense of the customer.
- (e) These rules and regulations shall not apply to special connections for fire service and services of a temporary nature. Such special connections for fire service and services of a temporary nature shall be installed, maintained, replaced and removed at the expense of the owner, but such installation shall be subject to approval by the Company.
- (f) Customers receiving both water and wastewater service from the Company may request a second service connection ("irrigation service") for measuring irrigation water that does not enter the wastewater system from an outdoor irrigation system installed on a customer premises ("irrigation system").
  - The Company will, upon approved application and subject to payment of the current tariff rate for a water connection fee as identified in the Schedule of Rates and Fees, install a separate service connection from the main that is to be used solely for irrigation purposes. The Company will supply and install a water meter and remote reading device to measure the irrigation usage at the premises, which will not be included in usage to calculate wastewater gallonage charges for billing purposes.
  - 2. The monthly rate for such irrigation service shall consist of the monthly gallonage charge according to the applicable Water Service Rate Schedule for the applicable

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Group located in the Schedule of Rates and Fees. No base facility charge will apply for this irrigation service.

3. Customers with irrigation service are subject to the terms in Rule No. 2, paragraphs (a) through (e), Rule No. 4, Rule No. 5, and Rule No. 6.

#### **RULE NO. 3 – CUSTOMER'S SERVICE PIPES**

- (a) The Company will specify the size, kind and quality of the materials which shall be laid between the service outlet and the structures on the premises to be supplied.
- (b) The service pipe from the service outlet to the place of consumption shall be furnished and installed by the customer at his expense and risk.
- (c) The customer's service pipes and all connections and fixtures attached thereto may be subject to the inspection and approval of the Company before the water will be turned on.
- (d) The customer's service pipe shall be laid at all points at least three feet (3') below the final surface grade of the ground and shall be installed in a trench at least ten feet (10') in a horizontal direction from any wastewater trench and two feet (2') from any other trench unless otherwise specifically authorized or approved by the Company. In backfilling the trench, rock or ashes shall not be permitted within one foot (1') of the service pipe and clean soil shall be filled into a depth of at least one foot (1') over the service pipe. All installations shall conform to Commonwealth of Virginia Waterworks Regulations.
- (e) The customer shall install a stop and waste cock for their use of a type approved by the Company on the service pipe immediately inside the foundation wall of the building supplied, or immediately outside the foundation in a suitable tile or vault, and so located as to be easily accessible to the occupants and to provide proper drainage for all of the pipe lines in the building and the meter if installed in the building.
- (f) In the event additional equipment is necessary in order to transmit, transfer or otherwise move waste generated by the premises to the transmission main in the street, the customer shall be responsible for the installation, according to Company specifications, and shall own all such equipment The Company reserves the right to determine the location of the wastewater service connection, grinder pump locations and characteristics of any easements if required. The Company will make all connections to its mains and will specify the size, kind and quality of all materials entering into the water service connection.
- (g) Any repairs, maintenance, replacement or relocation necessary on the customer's service pipes or fixtures in or upon the customer's premises shall be performed by the customer at his expense and risk.

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# Rates, Rules and Regulations Page 11

#### RULE NO. 4 - CROSS-CONNECTIONS AND BACK SIPHONAGE

- (a) The plumbing on all premises supplied from the Company's water system shall conform to the Commonwealth of Virginia Sanitary Code, and any county or city sanitary code that may be applicable.
- (b) The Company will operate a continuing cross-connection control and backflow prevention program as required by the Commonwealth of Virginia Waterworks Regulations. Upon request, the customer shall furnish the Company pertinent information regarding the piping system on the premises. If this information indicates a possible source of contamination, the customer shall have installed at his expense the proper cross-connection and backflow prevention assemblies. The customer shall submit proof satisfactory to the Company that this has been done. Failure to install appropriate cross-connection and backflow prevention assemblies may result in termination of water service.
- (c) Each customer who has installed a backflow prevention device or low pressure cut-off device shall submit proof annually or as requested by the Company that the device has been thoroughly inspected and tested for proper operation in accordance with approved methods. Failure to provide satisfactory proof may result in termination of water service.
- (d) No water service will be provided to premises to which an unapproved water source is or may be connected. If reasonable cause exists that an unapproved source is connected to an existing customer's water service, then upon notification by the Company to the customer water service shall be terminated to the premises unless the customer certifies to the satisfaction of the Company that there is no unapproved source or the unapproved source has been disconnected. The Company may request that the owner or customer allow company personnel to inspect the premises to determine that appropriate action has been taken. Refusal by the customer or owner to allow an inspection will result in termination of water service.
- (e) Where the customer is not the owner of the premises, then documentation may also be required from the owner in addition to the customer.

#### **RULE NO. 5 - METERS & METER INSTALLATIONS**

- (a) The Company shall approve the type and size of any meter to be installed.
- (b) Meters, except those installed on private fire connections, will be furnished, installed and removed by the Company and shall remain Company property.
- (c) Where meters are installed within the building, the customer shall provide, at his expense, a readily accessible and protected location for the installation of the meter at such a point as will control the entire supply to the premises, which location must be

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- accessible to the Company as most convenient for its service. The customer must maintain the area around the meter location for ready access by the Company.
- (d) Meters will be maintained by the Company at its expense, except damage to any meter due to causes arising out of or caused by negligence or carelessness of the customer or his agent shall be paid for by the customer.
- (e) The customer shall promptly notify the Company of any defect in or damage to the meter or its connection.
- (f) If the customer requests a larger size meter than would ordinarily be installed, the Company will comply, provided the customer pays the additional cost of installing the larger meter plus the incremental connection fee cost between the requested size and the ordinary sizes as determined by maximum theoretical meter flow rates (ERC).

#### RULE NO. 6 - METER TESTS AND TEST FEES

- (a) All meters are accurately tested before installation. Meters shall also be periodically tested in accordance with the Commission's Regulations. The Company may, at any time, remove any meter for routine tests, repairs or replacement.
- (b) The Company shall, upon written request of the customer, and if he desires in his presence or that of his authorized representative, make without a charge, a test of the accuracy of the meter in use at his premises, provided that the meter has not been tested by the Company or by the Commission within a period of one year previous to such request, and that the customer will agree to abide by the results of such test in the adjustment of disputed charges. A written report of the results of the test shall be furnished to the customer.
- (c) Whenever a test of a meter reveals it to have an average error of more than two percent (2%), the Company shall bill or refund to the customer, as the case may be, such percentage of the amount of bills, covering the consumption indicated by the meter for the previous six (6) months, as the meter was found to be in error at the time of the test.

#### **RULE NO. 7 – PRIVATE FIRE SERVICE CONNECTIONS**

- (a) All applications for private fire service connections and private fire hydrants shall be made in writing on application forms provided by the Company.
- (b) The size and location of the private fire service connection must be approved by the Company as well as all backflow prevention equipment.
- (c) The entire private fire service system shall be subject to the review and approval of the Company and satisfactory inspections and tests before service is made effective. The Company shall have the right to enter the premises at any reasonable time for the

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- purpose of making an inspection of the entire fire service system. Any irregularities disclosed shall be cause for discontinuing service unless corrected by the customer within ten (10) days after written notice is given by the Company.
- (d) No water shall be taken or used for any purpose other than for extinguishing fires, except for the purpose of testing firefighting equipment. Such test as mentioned above may be made only under special permit from the Company, and the Company may require that its representative be present at such test.
- (e) Hydrants and other fixtures connected with a private fire service connection may be sealed by the Company and such seals shall be broken only in the case of fire or as specially permitted by the Company, and the customer must immediately notify the Company of the breaking of the seal.
- (f) The Company shall not in any way or under any circumstances, be held liable or responsible to any party for any losses or damage resulting from fire or water or other agency that may occur due to the installation or presence of a private fire service connection, or any pipe or fixture connected therewith; or for any losses or damage resulting from any leakage or other flow of water from said private fire service connection or any of the pipes or fixtures connected therewith; or for any losses or damage resulting from any excess or deficiency in pressure or supply of water due to any cause whatsoever.
- (g) The Company may require metering of the fire line and or a detector check valve with by-pass, including meter installed on such by-pass, to be installed by the customer just inside the building wall or other approved location on the customer's premises.
- (h) The entire cost and expense of installing a private fire service connection or a private fire hydrant shall be paid for by the customer, and any work done by the Company in connection therewith shall be at the expense and risk of the customer. The customer shall deposit with the Company, in advance, the appropriate fire service capacity fee in accordance with the terms outlined in schedule of rates and fees. The Company may, at the expense of the customer, make the tap at the main for its actual costs plus overheads.

#### **RULE NO. 8 – CUSTOMER DEPOSITS**

(a) The Company may at any time require of any customer a cash deposit or other suitable guarantee to secure the performance by the customer of the terms and conditions of the Company under which service is supplied. The amount of the deposit shall be determined in the following manner:

An amount equal to the estimated bill for one regular billing period.

(b) The deposit will be refunded after final settlement of the customer's account and interest on the deposit will be paid as determined by the Commission annually from the date of the deposit receipt to the date the customer discontinues the use of water service.

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- (c) Whenever the Company has determined that a customer's credit has been satisfactorily established for a one-year period, it shall apply the deposit to the customer's account with interest.
- (d) If the customer fails to maintain satisfactory credit with the Company, it may require a deposit from the customer which will be held until the customer has established satisfactory credit for a period of not less than one year.

#### **RULE NO. 9 – AVAILABILITY FEES**

Where water service is available to lots serviced within the communities as designated in Appendix A for the particular system name, each of the owners is obligated to pay a service availability fee. Accordingly, the owner shall pay a service availability fee to the Company for each parcel (as determined by the recorded subdivision plat). Service shall be deemed to be available from the date mains operating or ready for operation are located adjacent to or in the immediate vicinity of a premises, whether or not any connection has been made.

As soon as wastewater service is actually available to a parcel of real estate within areas where the owner of which is obligated by contract, deed restriction or otherwise pay a service availability fee, the owner shall pay a service availability fee to the Company as designated in Appendix A for the particular system name. The period of time covered by these bills will be determined by the Company and shall be no less than one month.

#### **RULE NO. 10 - DISCONTINUANCE OF SERVICE**

- (a) Service may be discontinued (turned off) by the Company after ten (10) days written or printed notice for any of the following reasons:
  - 1. For molesting or tampering by the customer, or others with the knowledge of the customer, with any meters, connection, service pipe, meter cock, seal, or any other appliance of the Company controlling or regulating the customer's service.
    - i. If meter removal occurs due to tampering, the customer will be assessed the applicable reconnection charge per the Schedule of Rates & Fees at the time of service restoration, plus applicable costs incurred, including labor and overhead, for any required repairs to the utility's property. Service restoration will occur when the account is paid in full.
    - ii. Meter tampering is also a criminal offense and violators will be prosecuted.
  - 2. For failure to provide the Company's employees free and reasonable access to the premises supplied, or for obstructing the way of ingress to the meter or other appliances controlling or regulating the customer's water supply.

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- 3. For non-payment of any account ten (10) days past due for water supplied, or for any fee or charge accruing under these Rules and Regulations and the effective Schedule of Rates.
- 4. For violation of any rule or regulation of the Company.
- 5. For failure to comply in any way with the Company's cross-connection and backflow prevention control program.
- (b) Water service may be discontinued immediately and without notice at the sole discretion of the state or local health department or the Company if there is a potential or existing health risk to the system's customers.
- (c) Discontinuing the supply of water to a premises for any reason shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of moneys due from the customer.
- (d) When service to a premises has been discontinued for any of the above stated reasons, it will be renewed only after the conditions, circumstances or practices which caused the water service to be discontinued are corrected to the satisfaction of the Company, and upon payment of all charges against the premises due and payable in accordance with these Rules and Regulations and the effective Schedule of Rates.
- (e) The customer shall notify the Company when the premises are vacant and to schedule discontinuance of service.
- (f) Upon discontinuance, the Base Facility Charge plus all usage based charges incurred, or the Flat Fee in accordance with the Schedule of Rates & Fees, will continue to be charged and are the responsibility of the current owner.
- Minimum charges to retain water service as outlined in (f) above will continue unless owner requests Discontinuance of Service. An availability fee in accordance with Rule No. 9 will immediately apply. Re-establishing a future connection to the system upon termination will require adherence to Rule No. 2 and incur applicable connection fees in accordance with Appendix A.

### **RULE NO. 11 – ACTIVATION SERVICE FEE**

- (a) The Activation Service fee as stated in the Schedule of Rates & Fees will be charged per meter to all customers establishing service in their name for utility services (to include new service, transfer of service, account ownership change, etc.) to cover administrative costs.
- (b) Activation of an account for a customer who receives both water and wastewater service at the same premises through a single meter will incur only one activation fee at the time of application.

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(c) An activation fee is not applicable to establish accounts for transferred active customers located on a system acquired by Aqua Virginia, Inc.

#### **RULE NO. 12 – DISCONNECT / RECONNECT FEE**

- (a) When it has been necessary to discontinue service to premises because of a violation of these Rules and Regulations, or because of non-payment of any bill, or when water service has been discontinued at the request of the customer, the charge(s) stated in the Schedule of Rates & fees, will be required and this charge(s), together with all other amounts due the Company by the customer, must be paid before the service will be restored.
- (b) If, at the time of such discontinuance of service for nonpayment of bill, the customer does not have a deposit with the Company, the Company may require a deposit as a guarantee of the payment of future bills, as set forth in Rule No. 8, before the service will be turned on.
- (c) Disconnection and reconnection services will be performed during normal scheduled working hours and will incur a fee in accordance with the Schedule of Rates & Fees.
- (d) Customer requests to disconnect or reconnect service after 4:00 p.m. on weekdays, or during nonscheduled working hours will be at the discretion of the Company, and will incur a fee in accordance with the Schedule of Rates & Fees.

## RULE NO. 13 – BILLS FOR WATER SERVICE

- (a) Customers are responsible for furnishing the Company with their correct address. Failure to receive bills will not be considered an excuse for non-payment nor permit an extension of the date when the account will be considered delinquent.
- (b) If bills are to be sent to an address other than the premises served, the Company should be notified in writing by the customer of any change of address.
- (c) If requested in writing by the owner (in a form acceptable to the Company), the Company may send bills to, and may receive payments from, agent or tenants. However, this accommodation will in no way relieve the customer of the liability for all charges, and the Company shall not be obligated to notify the customer of the non-payment of bills by such agents or tenants.
- (d) Payment shall be made by mail or through other Company authorized payment locations.
- (e) The Company reserves the right to correct any bills rendered in error as to service supplied.
- (f) Each "Premises" as described in Rule No. 1 shall be billed separately for service.

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- (g) If the meter should fail to register for any reason, or if the meter reader should be unable to gain admittance to the premises at the time the meter is due to be read, an estimated bill will be submitted.
- (h) Meters will be read and bills issued in arrears of water usage. The period of time covered by these bills will be determined by the Company and shall be no less than one month.
- (i) Water for building purposes will be furnished by meter measurements only, and all water for building purposes must pass through one and the same meter. A suitable deposit, the amount to be determined by the Company, may be required.

#### **RULE NO. 14 – TERMS OF PAYMENT**

- (a) Bills for service shall be due and payable 20 days from the date on which bills are mailed or hand delivered.
- (b) If a bill is not paid within 10 days after written or printed notice properly given by the Company to the customer of record, the account will be delinquent, service may be discontinued and the meter removed by the Company, and the deposit, if any, may be applied against such bill and any other arrears due by the customer.

#### **RULE NO. 15 – RETURNED CHECK FEE**

Whenever a check tendered by a customer in payment of his bill is returned by the bank on which it is drawn unpaid, for any reason, the additional charge stated in the Schedule of Rates & Fees shall be added to the customer's bill.

#### **RULE NO. 16 – LATE PAYMENT FEE**

If a bill is not paid by the due date as indicated on the water bill, the Company will charge one and one-half percent (1-1/2%) per month late payment charge on the unpaid balance. Appropriate calculation of this late payment charge shall be made at the time of each successive, usual billing date, and the amount of such charge included as a separately identified item upon the current bill. The charge for late payment shall be calculated from the billing date. Payments will be applied to late payment charges first.

#### **RULE NO. 17 – ABATEMENTS AND REFUNDS**

There shall be no abatement of the minimum water or wastewater rates, in whole or in part, by reason of the extended absence of the customer, unless the customer has requested a termination of service, in which case an availability fee may then be applied as applicable for those systems

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designated in Appendix A. No abatement shall be made for leaks or for water wasted by improper or damaged service pipes or fixtures belonging to the customer; except for the following cases:

- (a) In the residential and commercial classifications, a onetime adjustment will be considered for an underground leak. This adjustment will be based upon fifty percent (50%) of the excess in billed amounts as calculated from the previous three (3) consecutive billing periods. Adjustments will not be considered for new construction where the permanent resident has occupied the property for less than one (1) year.
- (b) In the residential classification, a onetime per five (5) year period adjustment will be considered for a leaking toilet fixture. This adjustment will be based upon fifty percent (50%) of the excess in billed amounts as calculated from the previous three (3) consecutive billing periods. Adjustments will not be considered for new construction where the permanent resident has occupied the property for less than One (1) year.

In each case where an adjustment is considered, satisfactory proof of repairs must be provided by the customer prior to processing such adjustment.

#### RULE NO. 18 – PRESSURE & CONTINUITY OF SUPPLY

- (a) The Company does not guarantee a sufficient or uniform pressure, or an uninterrupted supply of water, and customers are cautioned to provide sufficient storage of water where an absolutely uninterrupted supply must be assured.
- (b) In high level sections where pressure is low the customer shall, if he desires a higher pressure than that furnished at the mains of the Company, install at his own expense a tank and/or booster pump, of a type and installation approved by the Company. This equipment shall be installed in such a manner that a negative pressure cannot be induced on the Company's facilities at any time.
- (c) Where the pressure to a customer's premises is greater than he wishes, it shall be his responsibility to install the proper regulating device to reduce the pressure to the extent desired.
- (d) The Company is not responsible for any damage caused by the customer's failure to protect his installation against the potential dangers of water under pressure.
- (e) The Company is not responsible for damage to the customer's property caused by freezing of water in the pipes.

#### RULE NO. 19 – INTERRUPTIONS IN WATER SUPPLY

(a) The Company may at any time shut off the water in the mains in case of accident, or for the purpose of making connections, alterations, repairs, changes, or other reasons, and

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- may restrict the use of water to reserve a sufficient supply for public fire service or other emergencies whenever the public welfare may require it.
- (b) While it is the intention of the Company to give notice in advance of any work which must be done that will necessitate any prolonged interruption of the supply, such notice is to be considered an accommodation and not a requirement on the part of the Company. Owners must so regulate their installations connected with the water supply system that damage will not occur if water is shut off without notice.
- (c) The Company will undertake to use reasonable care and diligence in order to prevent and avoid interruptions and fluctuations in the service, but it cannot and does not guarantee that such will not occur.
- (d) The Company is not responsible for any damage to the customer's property caused by interruptions in the supply of water.
- (e) The Company is not responsible for any damage to the customer's premises or property due to emergency work or natural upset on the system which may result in discolored water or the transport of foreign matter into a customer's plumbing.

#### **RULE NO. 20 – GRINDER PUMP INSTALLATION AND MAINTENANCE**

- (a) Where the Company is the owner of the wastewater collection system, the Company shall review and approve the entire grinder pump system from the grinder pump to the Company's wastewater main or manhole, including the location of any grinder pump to be installed. No grinder pump shall be located inside a building. The customer is responsible for the proper operation of the grinder pump system.
- (b) In the event a grinder pump is not working properly (including overflow at the pump, a backup in the line, or the sounding of an alarm connected to the grinder pump system), the owner(s) shall advise the Company of that fact, in which case the Company will respond to grinder pump alarms or calls. The Company will then assess the situation and take actions to protect the area from contamination.
- (c) There will be no charge for the Company's initial response to a customer call or alarm.
- (d) The Company shall be entitled to charge a fee to each customer that owns a grinder pump and who wishes to have the Company perform repair or replace the grinder pump. This fee shall be the actual cost to the Company for the repair or replacement and shall include overheads. This fee may be added to the regular utility bills.

### RULE NO. 21 – GENERAL

(a) The service pipes, meter and fixtures on the customer's premises shall be accessible to the Company for observation or inspection at reasonable hours.

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- (b) No person shall turn the water on or off at any street valve, corporation cock, meter cock or other connection, or disconnect or remove any meter or disturb any connection pipe or service line without the consent of the Company. Penalties provided by law for any such unauthorized action will be rigidly enforced. Charges for estimated water use, investigation costs and administrative charges may also be applied and required to be paid prior to water service being reinstated.
- (c) Employees of the Company are expressly forbidden to demand or accept any compensation for any service rendered to its customer except as covered by its Rules and Regulations and effective Schedule of Rates & Fees.
- (d) No employee or agent of the Company shall have the right or authority to bind it by any promise, agreement or representation contrary to the letter or intent of these Rules and Regulations.
- (e) There shall be no wastewater billing credits or adjustments made for the use of water for purposes other than normal household requirements.
- (f) Failure of the Company to enforce any provision of this tariff does not affect the enforcement or legal status of any other provisions of this tariff.
- (g) Any complaint against the service or employees of the Company should be made at the office of the Company and preferably in writing.

#### **RULE NO. 22 – EXTENSION OF MAINS**

The Company will extend its water distribution systems of mains and laterals to supply consumers, where application for service has been made and capacity exists as determined by the Company, under the following terms and conditions:

- (a) Where the cost of the extension does not exceed three and one-half times the estimated normal annual consumption revenue from bona fide applicants whose service pipes will be directly connected to the extension and from whom the Company has received applications for service upon forms provided by the Company for this purpose, the Company will install, at its own cost and expense, the necessary extension.
- (b) Where the cost of making an extension exceeds three and one-half times the estimated normal annual revenue, the applicant or applicants shall deposit with the Company the excess cost of the extension, that is, the difference between the estimated cost of the extension and three and one-half times the estimated normal annual revenue from the applicant or applicants and other persons whose applications are received on or before the work of making the extension has begun.
- (c) Any deposit so made shall remain without interest, in the possession of the Company, subject to refunds as follows: After the completion of the extension when and as additional bona fide consumers are secured whose service lines are directly connected to such extension, the Company will refund to the original depositor or depositors an

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amount equal to three and one-half times the estimated annual revenue from such additional consumers. Refunds will be made for a period of ten years only from date of original deposit, and the total of such refunds will in no event exceed the amount of the original deposit. All or any part of the deposit not refunded within said ten year period shall remain the property of the Company.

- (d) The ownership of the extensions installed under this rule shall at all times be the Company, its successors and assignee.
- (e) The Company reserves the right to determine the design necessary in making such extension including future growth potential.
- (f) The costs for making such extensions shall include but not be limited to legal, administrative engineering, easement acquisition, taxes and construction costs including any assessments for facility upgrades.

#### **RULE NO. 23 – ADVANCES FOR CONSTRUCTION**

This rule applies in particular to new connections such as subdivisions, apartment buildings and large commercial establishments, or extensions that will require a substantial increase in waterworks or wastewater infrastructure or capacity. The installation of the system upgrades and expansion shall be a matter of agreement between the Company and the customer. The Company may require a new customer to deposit with the Company an advance for construction in addition to payment of the connection fee. The size of the deposit and the details of repayment shall be a matter of agreement between the Company and the customer. The deposit shall remain without interest, in the possession of the Company, subject to refunds in accordance with the agreement between the Company and the customer. Unless otherwise specified in the agreement, refunds will be made for a period of three years only from the date of the original deposit, and the total of such refunds will in no event exceed the amount of the original deposit.

## **RULE NO. 24 – CUSTOMER COMPLAINT PROCEDURE**

- (a) Customer service representatives are available to answer questions weekdays between 7:30 a.m. and 5 p.m. at 877.WTR.AQUA or 877.997.2782. For emergencies, after hours and holidays customers can reach the Company using the same number.
- (b) The Company will maintain a record of the types of complaints received in its Customer Information System (CIS). When an inquiry, service request, or complaint is received in verbal form the Company shall record the contact in CIS and retain all information for a minimum of two years.
- (c) If the customer is not satisfied and wishes to pursue the complaint further, they shall be advised that they may contact the State Corporation Commission via telephone (1-800-552-7945).

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# **IV. SYSTEM LISTING**

## **WATER SYSTEMS**

## **GROUP W1**

	Town/Subdivision	System Name	County
1	Apple Tree Village	Apple Tree / Mountain View	Botetourt
2	Avondale	Avondale	Hanover
3	Bell Creek Estates	Spring Meadows	Hanover
4	Bell Creek North	Spring Meadows	Hanover
5	Botetourt Forest / Heatherstone	Botetourt Forest	Botetourt
6	British Woods	British Woods	Botetourt
7	Brookwood Manor	Brookwood Manor	New Kent
8	Cedar Grove	Manakin Farms	Goochland
9	Charleston Heights	Nelson Park	York
10	Cherrydale	Cherrydale	Hanover
11	Cherrydale West	Cherrydale	Hanover
12	Colonial Forest	Colonial Forest	Hanover
13	Country Club Estates	Country Club Estates	Spotsylvania
14	Dutch Hollow	Dutch Hollow	Culpeper
15	Franklin Acres	Franklin Acres / Mayfore	Franklin
16	Gwynnfield	Gwynnfield	Essex
17	Highland Manor	Apple Tree / Mountain View	Botetourt
18	Highpoint Farms	Highpoint Farms	Hanover
19	Hillside Estates	Manakin Farms	Goochland
20	Holly Ridge	Holly Ridge	Hanover
21	Hunters Green	Apple Tree / Mountain View	Botetourt
22	Liberty Hall Hills	Cherrydale	Hanover
23	Lively Oaks	Lively	Lancaster
24	Lucy's Cove	Lucy's Cove	Middlesex
25	Mallard Bay	Mallard Bay	Northumberland
26	Manakin Farms	Manakin Farms	Goochland
27	Maryfield	Maryfield	Essex
28	Meadowgate	Spring Meadows	Hanover
29	Mill Quarter Plantation	Mill Qtr Plantation	Powhatan
30	Millers Square	Millers Square	Essex
31	Orchard Hill	Apple Tree / Mountain View	Botetourt
32	Pagebrook	Pagebrook	Goochland

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## **GROUP W1 continued**

	Town/Subdivision	System Name	County
33	Park at Manakin Wds	Manakin Farms	Goochland
34	Parkway Estates	Queenslake	York
35	Powhatan Courthouse	Powhatan Courthouse	Powhatan
36	Raineer Estates	Raineer Estates	Hanover
37	Rivers Bend Estates	Rivers Bend Estates	Northumberland
38	Robin Ridge	Avondale	Hanover
39	Rolling Acres	Rolling Acres	Greensville
40	Runaway Village	Apple Tree / Mountain View	Botetourt
41	Shawneeland	Shawneeland	Frederick
42	St Tammany Landing	St Tammany Landing	Mecklenburg
43	Steeple Chase	Apple Tree / Mountain View	Botetourt
44	Studley Farms	Raineer Estates	Hanover
45	Swannanoa	Avondale	Hanover
46	Tanglewood Shores - L	Tanglewood Shores - L	Mecklenburg
47	Tinkerview	Apple Tree / Mountain View	Botetourt
48	Town of Columbia	Columbia	Fluvanna
49	Town of Lively	Lively	Lancaster
50	Walnut Grove	Walnut Grove	Hanover

## **GROUP W2**

	Town/Subdivision	System Name	County
1	Acres	Lake Monticello	Fluvanna
2	Anchor Cove/Anchorage	Anchor Cove/Anchorage	Mecklenburg
3	Black Creek	Black Creek	King William
4	Blue Ridge Heights	Blue Ridge Heights	Botetourt
5	Bridlewood	Lake Land'Or	Caroline
6	Brunswick Estates	Brunswick Estates	Brunswick
7	Buckhead	Buckhead	Mecklenburg
8	Campbell's Creek	Campbell's Creek	Caroline
9	Carver Gardens	Carver Gardens	York
10	Cedarbrooke	Cedarbrooke	Culpeper
11	Chesdin Manor	Chesdin Manor	Dinwiddie
12	Churchill	Churchill	Culpeper
13	Clearview	Rainbow Forest	Botetourt

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## **GROUP W2 continued**

	Town/Subdivision	System Name	County
14	Cliffs on the Roanoke	Cliffs on the Roanoke	Mecklenburg
15	Cobblestone	Oakwood / Parkview	Botetourt
16	Cobbs Shores	Cobbs Shores	Mathews
17	Countryside Apartments	Lake Land'Or	Caroline
18	Crossroads	Crossroads	Orange
19	Five Lakes	Five Lakes	New Kent
20	Fox Run / Champion Forest Shores	Fox Run	Mecklenburg
21	Great Creek Landing/Tudor Estates	Great Creek Landing	Mecklenburg
22	Hanover Farms	Hanover Farms	Hanover
23	Hawks Nest Point	Hawks Nest Point	Mecklenburg
24	Hick Hill	Hick Hill	Mecklenburg
25	Holly Grove Estates/Brandon Cove	Holly Grove Estates/Brandon Cove	Mecklenburg
26	Indian River	Indian River	Chesapeake
27	Joyceville	Joyceville	Mecklenburg
28	Kennon House/Lake Gaston Colony	Kennon House/Lake Gaston Colony	Brunswick
29	Kinsale	Kinsale	Westmoreland
30	Lake Heritage	Lake Land'Or	Caroline
31	Lake Land'Or	Lake Land'Or	Caroline
32	Lake Monticello	Lake Monticello	Fluvanna
33	Lane View	Lane View	Brunswick
34	Lake Wilderness	Lake Wilderness	Spotsylvania
35	Liberty grove	Liberty Grove	Brunswick
36	Long Branch Shores	Long Branch Shores	Mecklenburg
37	McKenny Acres	McKenny Acres	Sussex
38	Merrimac South	Merrimac South	Culpeper
39	Merrymount	Merrymount	Mecklenburg
40	Nahor Village	Lake Monticello	Fluvanna
41	Nelson Park	Nelson Park	York
42	Nottoway Acres	Nottoway Acres	Brunswick
43	Oakwood / Parkview	Oakwood / Parkview	Botetourt
44	Piedmont Village	Lake Monticello	Fluvanna
45	Pleasant grove	Pleasant Grove	Brunswick
46	Queenslake	Queenslake	York
47	Rainbow Forest	Rainbow Forest	Botetourt
48	Siouan Shores	Siouan Shores	Brunswick
49	Stage Coach	Stage Coach	Fluvanna

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# **GROUP W2 continued**

	Town/Subdivision	System Name	County
50	Stony Springs	Stony Springs	Dinwiddie
51	Stratford Place	White Oak	Botetourt
52	Sunnybrook	Sunnybrook	Brunswick
53	Sycamore Square	Lake Monticello	Fluvanna
54	Tanglewood Shores - A	Tanglewood Shores - A	Mecklenburg
55	Tanglewood Shores - N	Tanglewood Shores - N	Mecklenburg
56	Tanglewood Shores - U	Tanglewood Shores - U	Mecklenburg
57	Thornblade	White Oak	Botetourt
58	Timbuctu	Timbuctu	Mecklenburg
59	White Oak	White Oak	Botetourt
60	Windy Gap	Windy Gap	Franklin
61	York Terrace	York Terrace	York

## **GROUP W3**

	Town/Subdivision	System Name	County
1	Academy Road	Academy Road	Powhatan
2	Achsah Acres	Achsah Acres	Madison
3	Alonzaville	Alonzaville	Shenandoah
4	Ashmore/ Rixley	Ashmore/ Rixley	Culpeper
5	Back Road	Back Road	Shenandoah
6	Ball Point	Ball Point	Lancaster
7	Bell Acres	Bell Acres	Richmond
8	Black Stump	Black Stump	Lancaster
9	Bon Harbor	Bon Harbor	Northumberland
10	Breckenridge	Rural Point	Hanover
11	Brown's Store	Brown's Store	Northumberland
12	Bunker Hill	Bunker Hill	Richmond
13	Burgess	Burgess	Northumberland
14	Burnside Farms	Mayfield Farms	Hanover
15	Bushfield	Bushfield	Westmoreland
16	Callao	Callao	Northumberland
17	Catalpa	Catalpa	Culpeper
18	Cedar Pointe	Cedar Pointe	Middlesex
19	Chesapeake Bay Estates	Chesapeake Bay Est.	Northumberland

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## **GROUP W3 continued**

	Town/Subdivision	System Name	County
20	Chesapeake Shores	Chesapeake Shores	Mathews
21	Churchfields	Churchfields	Lancaster
22	Corbin Lewis	Corbin Lewis	Lancaster
23	Cove Colony	Cove Colony	Lancaster
24	Crozier	Crozier	Goochland
25	Daingerfield	Daingerfield	Essex
26	Drysdale	Drysdale	Fauquier
27	Earlysville Forest	Earlysville Forest	Albemarle
28	Edinburg Extended	Edinburg Extended	Shenandoah
29	Ellerson Farms	Mayfield Farms	Hanover
30	Elsinore	Elsinore	Caroline
31	Forest View	Forest View	Culpeper
32	Foxwells	Foxwells	Lancaster
33	Gibson Mills	Gibson Mills	Culpeper
34	Glebe Point	Glebe Point	Northumberland
35	Glendale Acres	Glendale Acres	Charles City
36	Granite Hall Shores	Granite Hall Shores	Mecklenburg
37	Gravel Town	Gravel Town	Shenandoah
38	Greywood	Rural Point	Hanover
39	Hartford Oaks	Rural Point	Hanover
40	Hazel River	Hazel River	Culpeper
41	Heathsville	Heathsville	Northumberland
42	Heritage Estates	Heritage Estates	Culpeper
43	Holler	Holler	Shenandoah
44	Indian Creek	Indian Creek	Northumberland
45	James River Estates	James River Estates	Goochland
46	Kingsland	Tartan	Lancaster
47	Lake Holiday (Summit)	Lake Holiday	Frederick
48	Lake Shawnee	Lake Shawnee	Powhatan
49	Lakeside Village	Lakeside Village	Cumberland
50	Lancaster Courthouse	Lancaster Courthouse	Lancaster
51	Lancaster Shores	Lancaster Shores	Lancaster
52	Lewis Mountain	Lewis Mountain	Culpeper
53	Lottsburg	Lottsburg	Northumberland
54	Luttreville	Luttreville	Richmond
55	Massenutten View	Massenutten View	Shenandoah

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## **GROUP W3 continued**

	Town/Subdivision	System Name	<b>County</b>
56	Mayfield Farms	Mayfield Farms	Hanover
57	Mountain View	Mountain View	Culpeper
58	Nomini Bay Farms	Nomini Bay Farms	Westmoreland
59	Norman Acres	Norman Acres	Culpeper
60	Northtown Village	Northtown Village	Culpeper
61	Oak Park/Leon	Oak Park	Madison
62	Oak Springs	Oak Springs	King William
63	Overlook Heights	Overlook Heights	Culpeper
64	Palmyra	Palmyra	Fluvanna
65	Parkwood Estates	Oak Springs	King William
66	Peete River	Peete River	Mecklenburg
67	Pelham Manor	Pelham Manor	Culpeper
68	Pleasant View Estates	Pleasant View Estates	Richmond
69	Poplar Corners	Poplar Corners	Culpeper
70	Rivers Landing	Whitestone	Lancaster
71	Rose Garden Estates	Oak Springs	King William
72	Rosewood Estates	Oak Springs	King William
73	Ryan	Ryan	Shenandoah
74	Salem Woods	Salem Woods	Culpeper
75	School House Meadows	School Hse Meadows	Richmond
76	Shelton Point	Rural Point	Hanover
77	Smith Creek	Smith Creek	Shenandoah
78	Spring Meadows	Spring Meadows	Hanover
79	Springwood	Springwood	Culpeper
80	Stoneburner	Stoneburner	Shenandoah
81	Swover Creek	Swover Creek	Shenandoah
82	Tartan	Tartan	Lancaster
83	The Greens	Tartan	Lancaster
84	Town of Irvington	Irvington	Lancaster
85	Town of Reedville	Reedville	Northumberland
86	Town of Saluda	Saluda	Middlesex
87	Town of Whitestone	Whitestone	Lancaster
88	Valley View	Valley View	Madison
89	Weems	Weems	Lancaster
90	Westover	Westover	Culpeper
91	Whitestone Beach	Whitestone	Lancaster

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## **GROUP W3 continued**

	Town/Subdivision	System Name	County
92.	Wicomico Church	Wicomico Church	Northumberland
93	Wicomico Ridge	Wicomico Ridge	Northumberland
94	Wildwood Forest	Wildwood Forest	Culpeper
95	Windsor Park	Windsor Park	New Kent
96	Wolftrap	Wolftrap	Orange.
97	Woodruff	Woodruff	King William

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# WASTEWATER SYSTEMS

## **GROUP S1**

	Town/Subdivision	System Name	<b>County</b>
1	Blacksburg Country Club	Blacksburg Country Club	Montgomery
2	Campbell's Creek	Campbell's Creek	Caroline
3	Cedar Grove	Manakin	Goochland
4	Hillside Estates	Manakin	Goochland
5	Manakin Farms	Manakin	Goochland
6	Manakin Woods	Manakin	Goochland

## **GROUP S2**

	<b>Town/Subdivision</b>	System Name	<b>County</b>
1	Acres	Lake Monticello	Fluvanna
2	Bridlewood	Lake Land Or	Caroline
3	Countryside Apartments	Lake Land Or	Caroline
4	Lake Heritage	Lake Land Or	Caroline
5	Lake Holiday (Summit)	Lake Holiday	Frederick
6	Lake Monticello	Lake Monticello	Fluvanna
7	Nahor Village	Lake Monticello	Fluvanna
8	Piedmont Village	Lake Monticello	Fluvanna
9	Sycamore Square	Lake Monticello	Fluvanna

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# V. APPENDIX A AVAILABILTY FEES & OTHER SYSTEM SPECIFIC RULES

**AVAILABILITY FEES** – Applicable for those systems noted specifically below.

# **LAKE HOLIDAY** – Lake Holiday, Summit System

#### Availability Fees:

- 1. A water availability fee of \$30.00 per quarter applies to all owners of lots serviced by water
- 2. A wastewater availability fee of \$30.00 per quarter applies to all owners of lots serviced by wastewater.

# **LAKE MONTICELLO** - Lake Monticello, the Acres, Nahor Village & Sycamore Square Availability Fees:

- 1. Charge A total of \$90 for the availability of water and wastewater facilities will be assessed annually for each unimproved lot within Lake Monticello.
- 2. Credit A prorated credit will be deducted from the one time application fee for the Service Company's administration cost if the applicant for customer service is the same applicant that has already paid the Annual Availability Fee.

#### SHAWNEELAND WATER SYSTEM

#### Availability Fees:

1. Availability charge shall be \$18.00 per year, payable in advance semi-annually. Payment shall begin on the first of the month following the installation of a service line to the lot and shall be prorated to the balance of the year.

# **LAKE LAND 'OR** – Lake Heritage, Bridlewoods & Countryside Apartments Availability Fees:

- 1. A water availability fee of \$30.00 per quarter applies to all owners of lots serviced by water.
- 2. A wastewater availability fee of \$30.00 per quarter applies to all owners of lots serviced by wastewater.

Filed	: August 1, 2014	Effective: